



Success consists of going from failure to failure without loss of enthusiasm.

-Winston Churchill

Photo by Chris Frank [CC BY](#)

## From the Office

The HACB FSS' Program Coordinating Committee (PCC) is looking for a representative from the Family Self-Sufficiency Program. If you are interested in sitting on the PCC, please contact me. Your involvement in the PCC will

- help boost your resume,
- build your professional network,
- meet agency representatives and
- get a letter of reference from HACB.



## Adjectives for Your Resume

[www.indeed.com](http://www.indeed.com)

Achieved  
Volunteered  
Planned  
Collaborated  
Enacted

Maintained  
Produced  
Designed  
Strategized  
Wrote



## Bad Vs. Good Resume

[www.pongoresume.com](http://www.pongoresume.com)



### EMAIL ADDRESS

-  ilikeagreenapplez@email.com
-  johnsmith123@email.com



### OBJECTIVE

-  An opportunity to apply my skills.
-  To apply knowledge acquired through education and experience.



### QUALIFICATIONS

-  A loan and underwriter, experienced at loan applications.
-  Accomplished loan and credit underwriter with nine years of experience.

### WORK EXPERIENCE (DUTIES)

-  Took commercial and construction loan applications.
-  Processed \$10 billion in commercial construction loan applications for top commercial leader.

### EDUCATION

-  Including *irrelevant* activities, such as sorority involvement if unrelated to job.
-  Including *relevant* activities, such as volunteer and projects related to job.

It is not enough to stare up the steps—we must step up the stairs.

-Vance Havner



# Resume Example

[www.resumegenius.com](http://www.resumegenius.com)

## CUSTOMER SERVICE REPRESENTATIVE

from Resume Genius

### about

Customer Service Representative with over 5 years of experience in telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the managerial role in your company.

### contact

(123) 456-7895  
HarperStewart@gmail.com  
45 Winfield Dr.  
Charleston, SC 90764  
LinkedIn.com/in/username

### EDUCAT

B.A. MARKETING  
Boston University  
Boston, MA  
2013

A.A. COMPUTER SCIENCE  
Boston University  
Boston, MA  
2011

### SKILLS

Zendes / Kayako / Parcel Audit  
Microsoft Office Suite  
Excellent Communication Skills  
70WPM Typist  
Problem Solving  
Team Leadership

### AWARDS

EMPLOYEE OF THE MONTH  
January 2017 / Satellite TV Co.  
"FASTEST LEARNER" AWARD  
2013 / Scottrade  
DEAN'S SCHOLARSHIP RECIPIENT  
2013  
Boston University

### professional experience

2016 - Present

CUSTOMER CARE SPECIALIST / *Satellite TV Co. / Mt. Pleasant, SC*

- Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and cancelling services
- Trained two new employees in how to use Kayako, entering customer data and organizing customer interaction logs
- Received an average 85% customer satisfaction rating to date, 15% higher than company average
- Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations

2013 - 2016

CUSTOMER SERVICE INTERN / *Scottrade / Boston, MA*

- Memorized entire line of company products & services, including prices and special discounts
- Provided basic technical support for clients on a wide range of company products, resolving issues at a 90% rate
- Remained courteous and calm, even during moments of customer dissatisfaction

## Create Your Resume

[www.myfuture.com](http://www.myfuture.com)

1. Decide which type of resume you want (i.e., chronological, functional or both).
2. Create a header.
3. Write a summary.
4. List your experiences and skills.

**Tip:** Include a cover letter and a list of at least professional references.

## Chronological Vs. Functional

[www.myfuture.com](http://www.myfuture.com)

**Chronological:** Start with your most recent or current job, list your previous work experiences.

**Functional:** State each skill to show your strengths and individuality. Include short and concise explanations for each skill.

## RESUME

[www.thejobnetwork.com](http://www.thejobnetwork.com)

## TRENDS

## FOR

## 2019

1

The file name of your resume should be thorough and simple. For example, johnsmith2019\_resume.

2

Save your resume in a PDF file so that the reader can open your resume in any technological platform.

3

Organize and personalize your resume to the job that you are applying for. Be consistent with your heading, content, font size, format and font style.